

OIT OPERATIONS DUTY OFFICER and SERVICE DESK

The following material was presented to the D/OIT on 16 April for his approval.

He requested GOG to share this information with each Group Chief and solicit your opinions. Please direct questions, comments and/or recommendation to

STAT

Following is a summary of the proposed staffing levels, grade structure and hours of coverage for the OIT Operations Duty Officer and the Service Desk functions.

Operations Duty Officer

Three (3) Officers
Grade level GS15/TCM4
2/3 year rotational tour
Prime time 12 hour on-site coverage
and on-call 24 hour coverage

Service Desk

Eleven (11) employees
Grade level GS12 to GS09
24 hour on site coverage

Page Denied

OPERATIONS DUTY OFFICER

RESPONSIBILITIES

Monitor the status of the OIT Network.

Represent OIT senior management after normal working hours.

Provide customers with timely and effective response to problems.

Act as liaison between the customer and OIT Operations Managers:
(The customers representative).

Provide OIT Senior management with accurate and timely reporting:
(SITREP, Daily Briefing, Periodic Reports).

Manage and provide support and assistance to the OIT Service Desk.

PRESENT STAFFING

One Officer providing limited coverage:
(Monday - Friday 0630 to 1500)

FUTURE STAFFING

Three (3) Officers providing continuing coverage.
(Monday - Friday from 0630 - 1830
Duty Officer on-call during all non-duty hours)

Senior Officer (Upper level TCM4 - GS15).

Staggered, 2/3 year rotational assignment;
(Maintain stability and consistency).

CAREER OPPORTUNITY

Unique opportunity for career development (Customer orientation).

Broad exposure to all operational areas of OIT.

Exposure to Senior OIT, Agency and Community Management.

Opportunity to expand overall knowledge of OIT and Agency.

Acquire skill necessary for senior level OIT management position.

Develop and refine communications and inter-personal skills.

IMPLEMENTATION

The Operations Duty Officer is operational today.

Two additional officers are required to provide full coverage.

No start-up or training time is required.

Eventual training and orientation on-the-job,

The (New Building) will provide additional opportunities:

Co-location of Duty Officer/Service Desk and key operations managers;

Potential implementation of a mission director environment.

STAT

SERVICE DESK

RESPONSIBILITIES

Central point of contact for ALL OIT services;
(24 Hour coverage - One Phone Number).

Ensure that every customer problem receives prompt attention.
(Understand the questions - initiate action).

Compile and maintain a list of contacts for all services:

Daily contacts as well as after hours on-call duty officers,
(i.e. Customer Services Branch, ASG, DDO, etc.);

Receive, record and track all OIT customer problem reports;
(Provide follow-up status check for customer satisfaction).

Provide ODO with continuous network status reporting;
(From the customers perspective).

Interface with OIT Operational activities at the working level;
(Represent the customers needs and requirements).

After normal working hours:

Act as the Operations Duty Officer's on-site point of contact;
Alert the Operations Duty Officer to critical operational problems.

Collect periodic status reports from operational activities and
compile activity reports and logs for ODO use.

Maintain accurate records of customer service problems:

Provide continuous problem monitoring;
Provide periodic reporting.
Provide problem follow-up.

Compile and maintain accurate documentation on:

OIT Operational activities, network, duty officers, etc;
Other Agency and Government points of contact and duty officers;
Current Operational procedures and schedules.

PRESENT STAFFING

Telephone Service Desk;

One employee;
After hours and backup coverage provided by Telephone Operators;
Location 1C62 - Voice Communications area.

Terminal Service Desk;

Three full-time and one part-time employee;
After hours coverage provided by Data Base Control Center Operators.
Location GH51 - Data Base Management area.

Lack of organizational structure, advancement and career opportunity;
High turnover resulting in lack of experienced staff.

FUTURE

Service Desk operator for single OIT service number at all times;
Eleven (11) employees providing continuous 24 hour coverage.

(1) GS12 level Supervisor to provide:

Daily Supervision;
Schedule and develop training classes;
Performance evaluations;
Attend Meetings;
Provide Documentation and procedures, etc.

(1) GS11 Senior Operator to provide:

On the job training;
Daily assistance and guidance;
Assist the supervisor, etc.

(9) GS09 Journeyman Operators to provide:

Professional, consistent customer service.

OPPORTUNITY

Gain a broad understanding of all OIT operational areas.

Exposure to a wide variety of technical information.

Work directly with senior level Agency personnel.

Learn to use a variety of OIT Data Processing tools.

IMPLEMENTATION

Full 24 hour coverage as soon as possible after hiring approval is given to bring the minimum staffing level for the Service Desk up to 9 people.

Five (5) additional employees are required to provide full coverage.

The Service Desk Operators must be co-located as soon as possible;
(Room 1A10 Headquarters is the ideal location);
(or 500 Sq. Feet in the Headquarters Building, location not critical).

Start-up will be accomplished with inexperienced personnel;
(Backed up by the supervisor and senior operator and ODO).

Training at start-up will be provided primarily on-the-job.

Training classes will be scheduled for all operators such as:

- How to deal effectively with customers;
- Good telephone techniques;
- Data Processing training (VM,AIM,CMS,etc.);
- Continuous briefings and classes on OIT operations and network.

Start-up funding for the following is approximately - \$100,000:

- Purchase and install new telephone equipment;
(Plus KY71 and KL34 Secure Voice).

- Purchase and install a Laser computer printer.

- Software purchase and support for conversion to new problem tracking system.